Cumberland Public Library

Technology Plan

http://www.cumberlandlibrary.org

2018-2020

1464 Diamond Hill Road, Cumberland, Rhode Island 02864
Cumberland Public Library Technology Plan

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A. Mission Statement

*The Cumberland Public Library is committed to serving the changing needs of our community by providing a gateway to free sources of knowledge, information and entertainment both within and beyond our walls.*

This includes providing the members of our service community with equal access to information and ideas in varied formats so they may seek educational, social, and cultural growth. Information technology will be implemented by the library to ensure access to the technology, but also learning experiences in order to understand and use the technology.

All members of the service agreement will have equal access to technology provided by the library regardless of race, color, sex, religion, creed, political belief, age, national origin, linguistic and language difference, sexual orientation, gender identity or expression, socio-economic status, height, weight, marital or familial status, or disability.

B. Guiding Principles

The slogan of the Library is “Your Window to Information, Entertainment, Community.” In reflection of that slogan, the Library strives to be an integral and vibrant center for our community by providing our patrons access to computers, high-speed Internet access, up-to-date online databases, and software to help them meet their educational, occupational, informational, and entertainment needs.

The Library also provides hands-on, one-on-one, and group learning opportunities to help our patrons learn the skills they need to become digitally literate. In order to meet these goals, the Library will continue to implement new technologies and make them available to the public in order for patrons to experience them and learn how to use them.

Library staff is provided with the necessary training in order to remain current with the new technologies so it may train our patrons to use them.
C. Technology Assessment

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**Networking:** The Library is connected to the Ocean State Libraries network through fiber optic cable connections and is protected by firewalls between all connections. All data wiring in the library was upgraded to Category 6 in April 2015. Four switches and routers are on a rack in the Library’s secure LAN Room, with access to patch panels for the 212 hardwired data drops for computers and telephony. These switches were upgraded in 2010 with a BTOP grant to a gigabit switch allowing the library to take advantage of increased bandwidth. New replacement switches were purchased and installed in 2012 and 2018 to upgrade older models. The switches, which are the gateway for Internet access and to the Ocean State Libraries network via two T-1 lines, maintain connections to the outside world and have firewalls in order to secure them. A new battery backup was purchased in September 2012 in order to better meet the demands of the rack-mounted devices with a more modern system. In August 2016, the Library completed an upgrade in our WiFi system to make better use of our improved high-speed internet access and to collect usage data that is required to be reported as part of federal funding requirements. The library will continue to take advantage of discounts and services available through its membership in the Ocean State Libraries consortium. Connection to the Internet is provided through the Ocean State Libraries/OSHEAN fiber network, which also provided CIPA-mandated filtering software on all computers and devices making use of the network.

**Computing:** All staff and patron computers on the second floor have either already been upgraded or will be upgraded to Microsoft Office 2016. The Reference and Children’s staff use their PC’s to assist patrons, access the online catalog and the Internet, prepare promotional signs and brochures, update the webpage, and process ILL’s. Both the Reference and Circulation department have mobile devices allowing them to take credit card payments for services through Square. Technical Services uses their PC’s for cataloging, ordering materials, making covers and inserts, and creating the new book list. Administration and staff use their PC’s to process bills, maintain budgets, send letters, and create press releases and promotional materials. The Library has a Laptop Lab containing 20 patron and a presenter laptop as well two LCD projectors to use for classes for patrons, staff and other continuing education opportunities. Two additional LCD projectors are available for groups booking the meeting rooms to use upon request. The Overdrive Media Station is dedicated for patrons to access Overdrive ebooks and
audiobooks available through the eZone to their devices either on their own or with the assistance of a staff member.

**Printing & Copying:** All patron PCs, except the six catalog access only ones, use Envisionware to control access time and printing in black and white and color. Each workstation in Technical Services has a Dymo label printer for spine labels and other specialized labels. The Reference and Children’s departments also each have a Dymo label printer to replace spine labels on-demand. The library has a Xerox 3750 networked copier/printer/fax/scanner that is accessible to all staff from their PCs. Additionally, each department has its own dedicated networked printer for easier access to the staff in that area. All staff workstations on public service desks have Epson thermal receipt printers for use as needed as the staff interacts with the Ocean State Library database. Except for the thermal printers, the Library’s printers and copiers are maintained through a service contract with Northeast Copier Systems. Cloud printing, provided by PrinterOn, is available for patrons who would like to print from their own devices both within the Library and off-site.

**Servers:** In 2017, the Library purchased a new Windows NT 2012 R2 server, which allows sharing of documents and printers, and provides additional security to the public PC’s using Group Policies. Additionally, the Library maintains two servers for specialized purposes: a basic Windows 10 computer to manage the Envisionware and DeepFreeze systems used by the patron workstation computers and a Windows 8 computer that hosts our Minecraft LAN program.

**Telephony:** In 2018, the Library upgraded its phone system to one that is VOiP-based. This provides 28 phone extensions at staff workstations and all of the Library’s meeting rooms. The new system includes an automated attendant and voicemail as well as remote access to the software, automatic Daylight Savings Time change and pre-set messages for holidays, etc. The library has 1 fax machine available for public use and 2 fax machines for staff use.

**Other Devices:** The Library has two circulating Nook HD+ that allow our patrons to access ebooks if they do not have their own mobile devices allowing them to do so. To support this circulating program, the library maintains a budget to allow the purchase of reading materials to meet patron needs and interests. Similarly, the Library has added a circulating Roku device, which can be connected to a television through an HDMI cable. With access to the internet through WiFi in their home, patrons can watch a number of streaming videos of popular movies through the Library’s Vudu account.

**D. Staffing & Support**

The Library will have funds dedicated to the maintenance and purchase of digital and online technical resources in the annual budget to guarantee the Library’s ability to maintain and update existing technologies and explore new ones. This will include the funds necessary to replace at least 7 computers per year. The Library will also continue to seek additional funds from groups such as the Friends of the Cumberland Public Library, Ocean State Charities Trust, The June Rockwell Levy Foundation, and other groups, organizations, and foundations.

The Library has an Assistant Director/Technology Coordinator who is responsible for overseeing all technology. Staff members at Ocean State Libraries are available to assistant on certain aspects of the Library’s technology plan as needed.
E. Goals & Objectives

**Goal One**: To maintain the technology available through the Library and make sure that all technology is up-to-date.

**Objective One**: Increase staffing through volunteers and interns to work on projects under the Technology Coordinator

*Action Step*: Design a list of tasks or likely tasks that could be assigned to such interns while preserving network security and patron privacy by September 2018.
*Responsibility*: Technology Coordinator

*Action Step*: Network with area high schools, community colleges, and colleges/universities such as Cumberland High School, Davies Career & Tech, New England Institute of Technology, and CCRI, to advertise unpaid internship opportunities for those with an interest in or majoring in technology-related fields by December 2018.
*Responsibility*: Technology Coordinator

**Objective Two**: Maintain an adequate number of public access computers for patrons to use.

*Action Step*: Evaluate the usage of the existing number of public access computers to establish whether the number of workstations should be increased or decreased by July 2018. This should be repeated each year.
*Responsibility*: Technology Coordinator

*Action Step*: Replace at least 7 computers in the building by July 2019. This should be repeated each year.
*Responsibility*: Technology Coordinator

**Objective Three**: Regularly update software on patron and staff computers as necessary

*Action Step*: Transfer the DeepFreeze server from the computer in the Reference department office to the Envisionware server in the LAN Room by August 2018.
*Responsibility*: Technology Coordinator

*Action Step*: The Microsoft Office suite should be updated to version 2016 on all staff and patron machines by March 2019.
*Responsibility*: Technology Coordinator

**Goal Two**: To improve access to technology for both the Library’s patrons and for staff to use while serving these patrons.

**Objective One**: Streamline and make library operations more efficient by use of new technologies.

*Action Step*: Research and implement software for serials subscription maintenance instead of the accession cards currently being used with the hopes of implementing a system by January 2019.
*Responsibility*: Technology Coordinator, Technical Services Coordinator, and Reference Services Coordinator
Action Step: Implement roaming profiles on the server so each staff member will be able to access the same desktop from any computer in the building by December 2019. Responsibility: Technology Coordinator

Objective Two: Explore and potentially implement new technologies that can be used in providing access to library services and materials, to circulate as kits, or to use as the basis of programs or for passive use within the Library’s public service areas.

Action Step: Take advantage of circulating technology kits by the Rhode Island Computer Museum and through Ocean State Libraries to allow for the display and use of this technology for a month on a quarterly basis by September 2018. Responsibility: Technology Coordinator

Action Step: Provide speakers and/or headphones at all patron workstations by November 2018. Responsibility: Technology Coordinator

Action Step: Obtain grant funding for classroom kits for Cubelet and Ozobot robotic systems that can be used for programming by December 2018. Further related funding should be obtained for the purchase of a classroom set of the Dot & Dash robotic system by March 2019. Responsibility: Administration

Action Step: Explore the purchase of mobile WiFi hotspots for use by staff when going offsite by April 2019. These could potentially be circulated for use by patrons. Responsibility: Technology Coordinator

Action Step: Create a group of no less than 6 early literacy technology kits that will showcase technologies such as Starlings to support early and digital literacy in young children by June 2019. Responsibility: Technology Coordinator & Children's Services Coordinator

Action Step: Explore the expansion of specialized educational computing for children by increasing the number of AWE stations to 4 or through the use of specialized tablets with apps specifically chosen for their age groups (Pre-K, Grades 1-3, Grades 4-5) with a total of 6 tablets by September 2019. Responsibility: Technology Coordinator & Children's Services Coordinator

Action Step: Explore the implementation of Library programming to explore virtual or augmented reality through the use of Google Cardboard or other similar systems by December 2019. Responsibility: Technology Coordinator

Action Step: Explore the implementation of RFID tagging for library materials to aid with the circulation process as well as to help with inventory maintenance by June 2020. Responsibility: Technology Coordinator

Action Step: Explore the implementation of AR Libraries, a system that uses augmented reality that connects a mobile device or smart phone with the library catalog that helps patrons visually search for specific titles or subjects sections through the program by June 2020. Responsibility: Technology Coordinator
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**Goal Three:** To promote Digital Literacy through educational programs and/or assistance to the community and staff on the use of information technology for library research and usage.

**Objective One:** Continue to provide computer/technology workshops and other learning opportunities for patrons of all ages on a variety of topics

*Action Step:* Explore offering computer/technology workshops specifically designed for homeschooled families by February 2019. 
Responsibility: Technology Coordinator, Children Services Coordinator

*Action Step:* Explore and implement STEM learning opportunities through programming related to topics such as robotics, coding, and mathematics. The Children’s Department will offer 4 such programs, the Teen Department will offer 3 such programs, and the Reference Department will offer 2 such programs by June 2019. 
Responsibility: Technology Coordinator, Children’s Services Coordinator, Teen Services Coordinator, Reference Services Coordinator

*Action Step:* Work with middle and high school staff to offer computer/technology workshops at the library or at the schools for students and teachers to aid in using Microsoft Word for research paper writing and research using the Library’s online resources by August 2019. 
Responsibility: Technology Coordinator

**Objective Two:** Provide access to Staff Development so staff can make use of the technology available through the library.

*Action Step:* Continue to fund opportunities for staff to attend training through webinars, workshops, and conferences on an ongoing basis. 
Responsibility: Administration

*Action Step:* Encourage those who attend such workshops to share learned skills and knowledge with fellow staff members on an ongoing basis. 
Responsibility: All Staff

**Goal Four:** To regularly market all technology resources available through the Library

**Objective One:** Use the Library’s social media to promote new and existing technology

*Action Step:* Create and market a virtual tour to highlight and introduce the Browse Method of cataloging and shelving non-fiction materials to patrons using the TrekSolver app for mobile devices and phones by September 2018. 
Responsibility: Technology Coordinator, Reference Services Coordinator

*Action Step:* Review and update the Library’s Social Media Policy by October 2018. This should be repeated each year. 
Responsibility: Technology Coordinator
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Action Step: Create publicity materials that can be included on the library’s website, social media platforms, newsletter, e-newsletters, and through instructional pamphlets available within the library.
Responsibility: Technology Coordinator

Action Step: Create and market a virtual tour of the Library using the TrekSolver app for mobile devices and phones by December 2018. This should be repeated each year. A similar virtual tour should be created for the historical sites on the monastery grounds by May 2019.
Responsibility: Technology Coordinator

G. Timeline of Action Steps

July 2018:
G1.02 – Evaluate Number of Computer Workstations

August 2018:
G1.03 – Transfer DeepFreeze Server

September 2018:
G1.01 – Plan for Tech Interns
G2.02 – RI Computer Museum & Ocean State Libraries Tech Kits
G4.01 – Create TrekSolver Tour to introduce the Browse Method to patrons

October 2018:
G4.01 – Review and Update Library’s Social Media Policy

November 2018:
G2.02 – Speakers and/or Headphones Added to All Patron Workstations

December 2018:
G1.01 – Recruit Tech Intern
G2.02 – Fund Cubelet and Ozobot Robotic System Kits
G4.01 – Create TrekSolver Tour for Interior of the Library

January 2019:
G2.01 – Explore & Implement Software for Serials Subscription Maintenance

February 2019:
G3.01 – Implement Computer/Technology Workshops for Homeschoolers

March 2019:
G1.03 – Upgrade All Computers to Microsoft Office 2016
G2.02 – Fund Dot & Dash Robotic System Kit

April 2019:
G2.02 – Purchase Mobile WiFi Hotspots

May 2019:
G4.01 – Create TrekSolver Tour for Monastery Grounds

June 2019:
G2.02 – Create at Least 6 Early Literacy/Technology Kits for Circulation
G3.01 – Implement STEM Learning Opportunities through Programming

July 2019:
G1.02 – Evaluate Number of Computer Workstations
G1.02 – Replace at Least 7 Computers during FY2019
August 2019:
  G3.01 – Implement Computer/Technology Workshops for Teachers/Students in the Schools

September 2019:
  G2.02 – Expand the Number of AWE workstation to 4 and/or Add 6 Tablet-Based Literacy Workstation in the Children’s Room

October 2019:
  G4.01 – Review and Update Library’s Social Media Policy

November 2019:

December 2019:
  G2.01 – Implement Roaming Profiles for All Staff
  G2.02 – Create Programming Using Augmented/Virtual Reality

January 2020:

February 2020:

March 2020:

May 2020:

June 2020:
  G2.02 – Implement RFID Tagging for the Collection
  G2.02 – Implement AR Libraries System to Aid in Item Finding/Research

H. Disaster Preparedness & Recovery

The Library’s online disaster plan outlines disaster preparedness and recovery for library technology. The disaster plan is reviewed and updated as necessary on an annual basis.

F. Plan Objective & Evaluation Statement

This plan will be reviewed annually by the Library Administration to assess the progress being made in meeting the included goals. The plan will be updated each year at that time.